



Tips to Ensure an Accurate Inventory

During your PCS move your moving company has the option to fill out a legible hand-written paper copy inventory or fill out an electronic inventory using a mobile device, e.g., cellular phone, laptop/notebook, or tablet. An electronic inventory is not mandatory.

A good inventory shows what you're shipping, the location of specific contents (e.g., motorcycle helmet – attached to motorcycle), and the condition your item was in at the time of pickup. If your inventory is inaccurate, tell the movers, and write down why you disagree at the bottom of the inventory in the space marked for exceptions. **Do not sign anything until you read, understand, and agree with it.** Never sign a blank, incomplete, or illegible inventory, or an inventory you can't clearly understand. **Your signature, written or electronic, indicates the completeness and accuracy of your inventory and may be used to determine if items were tendered for shipment if a claim is submitted. A complete and accurate inventory is key when filing a claim, if necessary.**

During pickup

- If you or your family is shipping Professional Books, Papers, & Equipment (PBP&E) or “PRO-Gear” you should ensure these items are declared as “M-PRO” for military members or “S-PRO” for spouses on the inventory. The boxes containing your PBP&E/Pro-Gear items must be marked accordingly.
 - If a box contains crystal or ceramic figurines, ensure your inventory says “crystal” or “Hummels” or “Lladros,” etc., instead of a generic description such as “kitchen items” or “glass.”
- If you are shipping firearms, ensure the firearm information for each is written on your inventory: make, model, serial number, unique characteristics, and caliber or gauge.
 - If you are shipping a gun safe(s), ensure the make and model of the gun safe(s) is written on your inventory.
- If your mover is leaving contents in furniture drawers, tool boxes, chests or other such items, to be shipped, ensure your inventory reflects this.
 - All nuts, bolts, and screws, small hardware, and other fasteners that have been removed from articles for shipment must be properly affixed to the applicable item that was disassembled or packaged separately. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., “Nuts, bolts, screws for Inventory #55 - Baby Crib”).
 - Ensure major items (e.g., pieces of stereo equipment) and “all electronics” (e.g., stereo components, computer equipment, gaming consoles) are individually noted on the inventory with complete and accurate descriptions. If the movers list “color television,” have them add the size, make, model, and serial number (when readily accessible).
- Ensure all cartons and loose items (e.g., ladder, rake) have an inventory tag and all tag numbers appear on your inventory.
- Closely check the string of symbols for all items listed on your inventory showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory.
- If you are authorized to ship consumable goods your inventory should identify them as “Consumable Items”. Highly recommend contacting your local Transportation Office (TO) for additional details, if applicable. *Note: This is for customers who are assigned to a permanent duty location in locations with a consumable goods allowance and is in addition to your authorized HHG weight allowance. Consumable goods are prohibited from being stored in Non-Temporary Storage.*
- Verify your inventory is complete and accurate BEFORE your goods are loaded on the truck and prior to you signing it. Your mover must allow you the opportunity to review your inventory!
- **Do not allow the driver to depart your residence on the final day of your move without providing you an electronic or hard copy inventory!**

During Delivery

- Check each carton or item off the inventory as the truck is unloaded ensuring everything that was picked up is delivered.

Do not argue with the movers. If you have a problem at anytime during your move, call your local TO!

WHO TO CALL FOR HELP

1. Local Transportation Office:

<https://installations.militaryonesource.mil>

2. Branch of Service Customer Service:

Army
(800) 521-9959
(253) 967-5093

Marine Corps & Nav
(855) 444-6683

Air Force
(210) 652-3357

Coast Guard
Contact your local TO